

VPN CONNECTION GUIDE

FOR CLOUDSAMS CLOUD SERVICE

Version: 6

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1. PREREQUISITE

- Please install the latest version of VPN client software FortiClient. If you have installed it before, and are still using FortiClient 6.X or older version, please upgrade to 7.X or above.
- Please always update the VPN client software FortiClient to the latest version once available for the best security protection.
- FortiClient 7.X supports PC Operating Systems with Microsoft Windows 10 or above only.
- You can check the version of your installed FortiClient under Apps and Features on your Windows PC^[1].
- Alternatively, you can open FortiClient software to check the installed version [2].
- The PC Operating Systems **must have Internet access during the installation**.

Best match		
Apps & features System settings		
Default app settings System settings		
Settings >		
Add or remove programs		
昭 Show most used apps in Start		
Turn SmartScreen Filter on or off for apps		
🛱 Show recently added apps in Start		
요 Choose which apps can run in the background		
epps		
/ccongs		
命 Home	Apps & features	
යි Home	Apps & features	
Home	Apps & features	275 MB 5/2/2023
Home	Apps & features Microsoft OneDrive Microsoft Edge	275 MB 5/2/2023 142 MB 4/28/2023
 ᢙ Home Find a setting Apps ☐ Apps & features 	Apps & features Microsoft OneDrive Microsoft Edge FortiClient VPN	275 MB 5/2/2023 142 MB 4/28/2023 266 MB
 Home Find a setting Apps Apps & features Default apps 	Apps & features Microsoft OneDrive Microsoft Edge FortiClient VPN 7.81.81 (1972)	275 MB 5/2/2023 142 MB 4/28/2023 266 MB 4/26/2023

2] Open FortiClient VPN, click the button (as shown in the picture). FortiClient - □ 	×
FortiClient VPN	₽
VPN Name Username Password	
FortiClient - C ile Help FortiClient VPN * * 0 0	×
Upgrade to the full version to access additional features and receive technical support.	
This is a free version of FortiClient VPN software which supports limited features and does not include technical support. Upgrade to the full version to access additional features and receive technical support.	
Click here to view the license agreement	
Copyright Information OpenSSL The OpenSSL library is copyrighted by Copyright 1998-2018 The OpenSSL Project.	
spdlog The MIT License (MIT) Copyright © 2003-2023 Fortinet Inc All rights reserved. http://www.fortinet.com	

Note: If school has difficulty in finding the software version, school can seek help from Cloud Service Helpdesk.

https://cdrcloudsams.edb.gov.hk/聯絡我們/

2. IMPORTANT INFORMATION

- 1. Each school is assigned with 2 VPN accounts.
- 2. Each account has its own
 - a) VPN username,
 - b) VPN password,
 - c) and VPN token (i.e. the mobile app you activate by an activation code).

You need all 3 items to login a VPN account, which means to connect VPN.

- Each set of username, password and token belong to one VPN account only. They cannot be used on another VPN account.
 i.e. usernames, passwords and tokens of the 2 VPN accounts cannot be mixed up.
- 4. Since there are only 2 tokens (each for 1 account), only 2 FortiToken mobile apps can be activated.
- 5. Each VPN token activation code, which is sent to school through email by cloud contractor, can be used for 1 time only. The code will become invalid after use. You cannot use 1 activation code to activate multiple FortiToken mobile apps.
- 6. VPN client software (FortiClient) can be installed on any number of PC devices. It is not limited to 2.
- 7. However, each VPN account allows 1 single login session (or connection session) only. If you logged in a VPN account (i.e. connected VPN) on one PC, then you cannot login the same VPN account on another PC, until you log out.
- 8. VPN password expire after 180 days each time you change/reset it. Once expired, or if you forgot/lost it, help from school principal will be required to reset it. Please change password before expiry. Change before expiry can be done by the VPN user alone.
- 9. Activated FortiToken mobile app will not expire, even if you update the app version. But to change device (i.e. transfer the token to another device), or if you deleted the token or app and wish to activate again, help from school principal will be required. You cannot reuse the previous activation code.

3. DOWNLOAD THE VPN CLIENT

 On the Windows PC you wish to connect VPN, download the VPN Client installation program at <u>https://www.fortinet.com/support/productdownloads#vpn</u>

Choose the correct one (The highlighted one below).



2. After download is completed, go to the next sections to continue installing or upgrading the VPN client.

4. INSTALL THE VPN CLIENT FOR THE 1ST TIME

- 1. Double click the installation program to execute it.
- 2. Check the checkbox if you accept the license agreement and click Next.



3. Set the destination folder and click Next.

记 FortiClient VPN Setup		_		×
Destination Folder Click Next to install to the default folder	or dick Change to	o choose another.	4	
Install FortiClient VPN to:				
C:\Program Files\Fortinet\FortiClient\ Change				
	<u>B</u> ack	<u>N</u> ext	Cano	el

4. Click Install.



5. Click Finish.



5. UPGRADE THE INSTALLED VPN CLIENT TO NEWER VERSION

- 1. Double click the installation program to execute it.
- 2. Check the checkbox if you accept the license agreement and click Next.



3. Click Upgrade.



4. Click Finish.



Note:

- The program for installation and upgrade is the same program.
- No need to uninstall the older version before executing the installation program.
- Restarting Windows is recommended after the upgrade.

6. SET UP VPN CONFIGURATION

No matter if you are installing the VPN Client for the 1st time, or upgrading the version, you must configure/reconfigure the VPN connection settings.

This is a one-time only procedure after each installation or upgrade. You do not need to do this every time when connecting VPN.

X

- 1. Launch the VPN Client.
- 2. Check the agreement and click I accept.

File Help FortiClient VPN	4 0	98	
Operation Welcome to FortiClient VPNI This is a free version of FortiClient VPN software with limited feature support. Please upgrade to the licensed version for advanced features and technical support.			
acknowledge that this free software does not come with any product support. I will not contact Fortinet technical support for any issues experienced while using this free software.			

3. Click Configure VPN.

FortiClient VPN	ñ	•	•	ð	•
Upgrade to the full version to access additional features and receive technical support.					

- 4. Choose **SSL-VPN** to set up the new VPN connection.
 - **Connection Name** can be any name you prefer.
 - Remote Gateway:

vpngateway1.sams.edu.hk or vpngateway2.sams.edu.hk

Note:

- If you are not sure which gateway you should use, you can try them one by one. Eventually, only one of them (when VPN is connected) will allow you to open your school's CloudSAMS.
- If any problem is encountered during configuration, school can seek help from Cloud Service Helpdesk.

https://cdrcloudsams.edb.gov.hk/聯絡我們/

Connection Name Connection Name Connection Name CloudSAMS Description Remote Gateway *Add Remote Gateway Customize port 443 Enable Single Sign On (SSO) for VPN Tunnel	FortiClient		_		×
Opgrade to the full version to access additional features and receive technical support. Edit VPN Connection VPN SSLVPN IPsec VPN XML Connection Name CloudSAMS CloudSAMS CloudSAMS CloudSAMS Description Progateway1.sams.edu.hk or vpngateway2.sams.edu.hk Progateway2.sams.edu.hk Progateway2.sams.edu.hk *Add Remote Gateway Customize port 443 Enable Single Sign On (SSO) for VPN Tunnel Client Contificate None Vone V	FortiClient VPN		* 0	00	
Authentication Prompt on login Save login Enable Dual-stack IPv4/IPv6 address	Upgrade to the full version to access additional feat Edit VPN Co VPN Connection Name Description Remote Gateway Client Certificate Authentication	Avers and receive technical support.	₩ ♥		

5. Click Save.

7. GET THE VPN TOKEN

To connect to the cloud, each school is assigned with <u>two</u> software tokens, which are mobile applications (apps) for 2-factor-authentication during VPN login process to strengthen the security. It is necessary during login of VPN connection.

7.1 SOFTWARE TOKEN

Software token requires several steps to set up. Please follow the procedures to install the mobile app (FortiToken Mobile) for registering the token on your mobile device. You can download the Apps from

- Google Play Store (for Android)
- App Store (for Apple iOS device)
- Microsoft Store (for Windows device)

An activation procedures is required after each new installation.

If you still have the old device that was activated in the past, you can use the Transfer Token feature. You may refer to the later section **[Transfer of software token from old to new device]**

Otherwise, you will need to contact the <u>Cloud Service Helpdesk</u> to request for resending token activation email. After request, your **school principal** should receive an activation email from **<activation@donotreply.sams.edu.hk>**, which contains a QR code for software token activation. You should follow the instructions below to activate the token within 10 days before the QR code expires. You may refer to procedures in later sections.

[CloudSAMS] Token Activation Email - FortiToken Mobile	^
CN CloudSAMS NoReply <activation@donotreply.sams.edu.hk> To:</activation@donotreply.sams.edu.hk>	ⓒ ← ≪ ∂ 🐼 📰 … Thu 10/24/2024 11:00 AM
Activation code (in QR code format)	
Hello , welc me to FortiToken Mobile - One-Time-Password software token.	
Please refer to <u>VPN Connection Guide for instructions on how to install your FortiToken Mobile application on your device and to a Activation Code for FortiToken Mote Activation Code for FortiToken Mote Activation Code for FortiToken Mote Activation Code Activation Code </u>	activate your token.
You must activate your toke (instext format)	Helpdesk to re-enable your activation.
CloudSAMS Cloud Service Helpdesk SunnyVision Limited	
← Reply	

You may need to contact the Cloud Service Helpdesk if

- (i) the activation code is expired; or
- (ii) your activated device is lost/ stolen; or
- (iii) transfer of token is required but you do not have access to the original activated device.

Remarks:

- Please make sure the VPN username matches with the VPN account you are assigned to
- For token activation, you can use either the QR code or the text format activation code. They are the same.
- The activation code can be used for 1 time only. It will become invalid once used.
- Each software token is assigned a unique token serial number, which will also be displayed in the mobile app after activation. It is for easy future reference when you transfer or re-activate the token.

7.1.1 For Android Devices

Prerequisite

- FortiToken Mobile is compatible with devices running certain versions of Android only. Please observe the compatible versions specified in Google Play Store.
- Beware of the end of support date of the Android version your devices are using. For security reason, you should not use an Android version that has passed its end of support date.
- The devices must have Internet access during the token activation process.
- Each time when login VPN, <u>the devices' system time must be correct</u>, better be automatically synchronized from trustable source.
- 1. Go to Google Play Store and search for FortiToken Mobile. Tap

	384629	FortiToke Fortinet	n Mobile	
	3.9★ 569 reviews	100K+ Downloads	3+ Rated for 3+ ©	
		Install		
	Image: Distance Annual Control Image: Distance Annual Control Image: Distance Annual Contro Image: Distance Annua	Login Request Use: u1 Account: Montie IP: 172.30.71.72 Time: Activation Account: Montie IP: 172.30.71.77 Time: Activation Account: Activation Browsee: Pearlow Approve D 0 0		
2.	Тар	open to FortiToke Fortinet	launch the a	app.
		Uninstall		
		Open		

Install

3. Open the activation email. Please note that the activation code will expire in 10 days.

Ø	🖾 ftm_qrI	IDDJ.png							
CN	CloudSAMS	NoReply<	activation@dor	notreply.sar	ns.edu.hk>			☺ ∽	
									110 10/24/2024 11
		4							
ftm_q 652 by	r_FTKMOB1 ytes								
Hello	, welcome	to FortiTok	en Mobile - One-T	lime-Passwo	rd software toke	۱.			
Please	refer to <u>VPN Co</u>	onnection G	uide for instructior	ns on how to	install your Forti	Token Mobile applica	tion on your device and	I to activate your to	ken.
Activat	ion Code for For	tiToken Mo	bile	, wł	iich you will need	I to enter on your de	vice later, is		
Alterna	atively, use the a	ttached QR	code image to act	tivate vour to	ken with the "Sc	an Barcode" feature	of the app.		
You mu	ust activate your	token by: §	un, Nov 03, 2024	, 11:00 HKT,	after which you	will need to contact (CloudSAMS Cloud Servi	ice Helpdesk to re-	enable your activation.
CloudS Sunny	SAMS Cloud Ser Vision Limited	vice Helpde	sk						
	керіу	Forward							
Гар	SCAN	I BARCOI	to	scan	the QR	code [1]] in the ac	tivation	email. You
Tap also Fort	scan tap tiToken M	I BARCOI ENTER N Obile	DE to	scan to ir	the QR	code [1]] in the act	tivation] in the s	email. You ame email
Tap also Fort	scan tap tiToken M	I BARCOI ENTER M obile	to IANUALLY	scan to ir	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	scan tap tiToken M Welcome	ENTER N Obile	to MANUALLY	scan to ir i	the QR	code [1] e activatio] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	ENTER N Obile to Forti er the ke	to MANUALLY Foken Mobil	scan to ir i	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	tap tiToken M Welcome Scan or ent	I BARCOI ENTER M obile to Forti er the ke	To to add token to	scan to ir :	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI ENTER M obile to Forti er the k	To to add tok	scan to ir :	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI ENTER M obile to Forti er the k	Token Mobil	scan to ir :	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	tap tiToken M Welcome Scan or ent	I BARCOI ENTER N obile to Forti'	To to add tok	scan to ir :	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	tap tiToken M Welcome Scan or ent	I BARCOI ENTER N obile to Forti er the k	ANUALLY	scan to ir :	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI	nanually Token Mobil	scan to ir i	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI	Token Mobil Proken Mobil Proken dd tok	scan to ir :	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	tap tiToken M Welcome Scan or ent	I BARCOI	Token Mobil Proken Mobil Protect add tok	scan to ir e ken	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI	ANUALLY	scan to ir i	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI	Token Mobil ey to add tok	scan to ir i	the QR	code [1]] in the act	tivation	email. You ame email
Tap also Fort	SCAN tap tiToken M Welcome Scan or ent	I BARCOI	E to IANUALLY	scan to ir e ken	the QR	code [1]] in the act	tivation	email. You ame email
Γap also Fort	SCAN tap tiToken M Welcome Scan or ent	ENTER N obile to Forti er the k	ENTER MANU	scan to ir i	the QR	code [1]] in the act	tivation	email. You ame email

5. Once the token is activated, the VPN token will be displayed on the app as follows:

FortiToken	Manage	Ð	:
FortiToken 123456	0	\bigcirc	٢

7.1.2 For Apple iOS Devices

Prerequisite

- FortiToken Mobile is compatible with devices running certain versions of iOS only. Please observe the compatible versions specified in App Store.
- Beware of the end of support date of the iOS version your devices are using. For security reason, you should not use an iOS version that had passed its end of support date.
- The devices must have Internet access during the token activation process.
- Each time when login VPN, <u>the devices' system time must be correct</u>, better be automatically synchronized from trustable source.
- 1. Go to **App Store** and search for **FortiToken Mobile**. Tap

FortiToken Fortinet ★☆☆☆☆ (1)	Mobile
Info FortiToken Manage +	No SM ♥ 10.04 AM ● Info FortiToken Manage + Corp 421826 ③ >
For Uaer: dredberg Account: MyPortal For IP: 3867.104.5 Time: 11:59:42 AM November 11, 2016 Co Browser: Safart on IOS, IPad	Google 724409 () > Dreption () > FortToken A&A8 Next OTP >
- Deny Approve	FORTIDET

2. Tap **INSTALL** to start the installation.



3. Tap **OPEN** to launch the app.



4. Open the activation email. Please note that the activation code will expire in 10 days.



5. Tap to scan the QR code [1] in the activation email. You can also tap to input the activation code [2] in the same email.

FortiToken Mobile	:
Welcome to FortiToken Mobile	
Scan or enter the key to add token	
SCAN BARCODE ENTER MANUALL	Y
FRTINET.	

6. Once the token is activated, it will be displayed on the app as follows:



7.1.3 For Windows Devices

Prerequisite

- FortiToken Mobile is compatible with devices running Windows 10. For security reason, you should always install the latest Windows Updates.
- The devices must have Internet access during the token activation process.
- Each time when login VPN, <u>the devices' system time must be correct</u>, better be automatically synchronized from trustable source.
- 1. Go to Microsoft Store and search for FortiToken Mobile.

			/ Jeann	
	FortiToken Windows	Free		
C201529	FORTINET TECHNOLOGIES CANADA INC Security		Git	4
36700-	FortiToken Windows is an CATH compliant, time-based One Time Password (OTP) generator application for the mobile device. It is the client component of Fortinet's highly secure, simple to use and administer, and extremely cost effective solution for meeting your strong.			
	XXXE 3+			
-				
	System Requirements			
Available on				

- 2. Tap to start the installation.
- 3. Tap FortiToken Mobile to launch the app.
- 4. Open the activation email. Please note that the activation code will expire in 10 days.



Тар	+ Add	to add	accour	nt.					
FortiToken Wi	indows)
FortiToke	en Windows								
Acco	unts								
Tap the plu	is icon below to scan or er	ter the key for a new a	ccount.						
					+ Add	🖉 Edit	Delete	ැලූ Se	ttir

- 6. Enter the profile to set up the token.
 - Account Name can be any name you prefer.
 - Key refers to activation code sent in step 4 [1]
 - Select Fortinet in Category

FortiToken Windows	
FortiToken Windows	
Add Account	
Account Name:	
CloudSAMS	
Key:	
XXXXXXXXXXXXXXXXX	
Category (Fortinet or 3rd party):	
Fortinet 🗸	

- 7. Click \checkmark Done to proceed.
- 8. Once the token is activated, the VPN token will be displayed on the app as follows:



8. CONNECT VPN TO THE CLOUD

8.1 NORMAL CONNECTION PROCEDURE

- 1. Launch the VPN Client.
- 2. Choose the configured VPN Connection Name, input the VPN Username and Password and click **Connect**.

PortiClient	-	
File Help		
FortiClient VPN	# 0	
Upgrade to the full version to access additional features and receive technical support.		
VPN Name Username Password Save Password		

- 3. Enter your passcode generated by the VPN token.
 - (i) Retrieve token code from your mobile device.Note that each token code is valid for <u>1 minute only</u>.
 - (ii) Make sure your mobile device's system time must be correct, better be automatically synchronized from trustable source.

	Software Token	
On Android device	On Apple iOS device	On Windows device
Open	the Apps to get the token	code
FortiToken Manage 💮 : FortiToken 123456 💿) >	Info FortiToken Manage + FortiToken 123456	CloudSAMS 829148 Expires in 26 seconds Powered by Fortinet

On your PC, enter the code generated by the VPN token from your mobile and click **OK**;

FortiClient File Help		77.	þ		×
FortiClient VPN		٠	•	0	۵
Upgrade to the full version to access additional features a	nd receive technical support.				
VPN Name Username Password Token	Please enter your taken code CoodSAMS Save Password Concel				

VPN should be connected to your PC successfully.





8.2 TROUBLESHOOTING FOR CONNECTIVITY ISSUE

If you fail to connect to the VPN, please check if you are encountering the following issues.

8.2.1 PERMISSION DENIED. (-455) OCCUR AFTER ENTERED PASSWORD

Error message "Permission denied. (-455)" occurs when you entered password during VPN login.

FortiClient VPN		* *	i	•
Upgrade to the full version to access additional features and rece	eive technical support.			
Warning × Permission denied. (455) OK				
VPN Name	CloudSAMS1 V			
Username				
Password	•••••			
	Disconnect			

Troubleshooting steps

1. Visit <u>Self-Service Portal</u>, and login by your VPN account.

F

Sign in



2. If error message "Please enter correct credentials. Note that password is casesensitive" occurs, that means you have entered a wrong password.

Please refer to section 10 "Reset VPN password" for instructions on how to reset password if you have lost it.

F\$3RTINET.	
Sign in	
Please enter correct credentials. Note th case-sensitive.	at password is
Lusername	
Password	0
Forgot password?	
	Login

3. However, if error message "You have been locked" occurs, that means your VPN password has expired, or your Token Activation email has expired, and therefore your VPN account has been locked, for security consideration.

	Sign in	
	You have been locked	
-	lionho	
	Password	0
Forgo	t password?	
		Login

• VPN Password Expired

Please visit <u>CloudSAMS Cloud Service Helpdesk</u> website, login by your Cloud Service Helpdesk account, create a support ticket for requesting a VPN account unlock.

 Token Activation Email Expired.
 Please submit the <u>VPN連線客戶服務申請表(表D)</u> to CloudSAMS Cloud Service Helpdesk, by sending an email to

F

<u>cloudsams.cloudservice@sunnyvision.com</u>, or by creating a support ticket in the same <u>CloudSAMS Cloud Service Helpdesk</u> website above.

Alternatively, you can also contact the Cloud Service helpdesk by phone or email.

8.2.2 ERROR MESSAGE "PERMISSION DENIED. (-455)" OCCUR AFTER ENTERED TOKEN CODE

Troubleshooting steps

- 1. Check if the system time on your computer (the PC that needs to connect VPN) and the mobile device (that has the token) are correct, and in-sync with each other.
- 2. Check if the mobile device (that has the token) is connected to the Internet.
- 3. Check if the token serial number and the VPN account username are the same as what specified in the original token activation email.

FortiToken Mobile



Token activation Email



4. You can contact the CloudSAMS Cloud Service Helpdesk for inquiries.

8.2.3 "THE CLOUDSAMS SERVICE IS TEMPORARILY UNAVAILABLE." OCCORS WHEN YOU OPEN the CLOUDSAMS URL AFTER CONNECTING TO VPN

When you can visit CloudSAMS URL without VPN but error page (below) occurs when visit the same CloudSAMS URL after connecting to the VPN.



Troubleshooting steps

1. Disconnect the VPN and Click the \equiv button and select "Edit the selected connection".

FortiClient File Help	-		×
FortiClient VPN	# 0	9	6 ⋒
Upgrade to the full version to access additional features and receive technical support.			
VPN Name Username Password User Add a new connection Delete the selected connection Delete the selected connection Delete the selected connection Tornect			

 Change the Remote Gateway to another one and try again. *vpngateway1.sams.edu.hk vpngateway2.sams.edu.hk*

For example: Change to vpngateway2.sam.edu.hk if you are connected to vpngateway1.sams.edu.hk previously.

LUIC VPIN COIII				
VPN	SSEVEN Page VPN X00			
Connection Name	CloudSAMS2			
Description				
Remote Gateway	vpngateway2 sams edu hk	×		
	+Add Remote Gateway			
	Enable Single Sign On (SSO) for VPN Tunnel			
Client Certificate	None			
Authentication	Prompt on login Save login			
Username				

You can also refer to section 6 step [4].

8.2.4 CONNECTION PROGRESS STUCK AT 9X%, CANNOT REACH 100%, WHEN YOU ARE TRYING TO CONNECT VPN

Troubleshooting steps

Try to disable IPv6 on the network card (or Network Interface Controller (NIC)) of the PC that needs to connect VPN.

Ethernet0	Ethernet0 Properties	×
vmxnet3 Ethernet Adapter	Networking	
	Connect using:	
	🚽 vmxnet3 Ethemet Adapter	
	Configure	
	This connection uses the following items:	
	 Bridge Driver Internet Protocol Version 4 (TCP/IPv4) Microsoft Network Adapter Multiplexor Protocol Microsoft LLDP Protocol Driver Internet Protocol Version 6 (TCP/IPv6) Link-Layer Topology Discovery Responder Link-Layer Topology Discovery Mapper I/O Driver 	^
	Install Uninstall Properties	
	Description Allows your computer to access resources on a Microsoft network.	
	OK Cano	el

This is a rather advanced setup. If you are not sure how to disable it, please contact the Cloud Service Helpdesk for assistance.

8.2.5 Other problems

Apart from the above issues, if error occurs when connecting to the VPN even after entering the correct password, it is recommended to try following the steps to troubleshoot the issue first.

You do not need to try them all. As long as any one of them solved the VPN connection problem, you can then continue to use VPN.

- 1. Verify whether the VPN configuration of FortiClient software are correct (any typo?), especially the **Remote Gateway** (Please refer to section 6 step [4]);
- 2. Restart Windows of the PC you are trying to connect VPN;
- 3. Restart the software token app on your token device.

By performing these actions and retrying the connection, you can usually resolve common connectivity issues.

If you continue to experience problems, especially for technical matters related to VPN connection, please contact the <u>Cloud Service Helpdesk</u> at 2802 0218. For other questions, please contact your <u>School Liaison Officer of CloudSAMS Team</u>.

9. CHANGE VPN PASSWORD (WHEN YOU STILL HAS THE ORIGINAL PASSWORD)

1. Open web browser, go to Self Service Portal at https://vpnportal.sams.edu.hk/portal/selfservice/CloudSAMS then enter your VPN login.

Password

Forgot password?

2. Enter your passcode generated by the VPN token or click **Approve** in supported devices. You may refer to remarks below:

0



Remarks: Click Approve on your mobile device with FortiToken Mobile: (available for Apple iOS and Android only) when you receive a notification.

	Software Token	
On Android device	On Apple iOS device	On Windows device
Step 1: Tap the notification Fortifican House *With notification enabled for FortiToken Mobile App	Step 1: Tap the notification FORTITOKEN Login Request *With notification enabled for FortiToken Mobile App	
Step 2: Tap approve to allow the authentication request Login Request User: u1 Time: 04:26:38 PM May 13, 2021 Client Application: RADIUS_ CLIENT Deny Approve	Step 2: Tap approve to allow the authentication request	Not available

3. Change your password as follows.

FortiAuthenticator Portal × +		– • ×
← → C ⋒ 🖙 vpnportal.sams.edu.hk	'portal/post_login/	∞ ☆ 🕛 :
F##RTINET. FortiAuthenticator Portal		Signed in as 💷 🖛 🌔 Sign out
Password	Change password: Old password: New password: New password: New password confirmation:	Password must meet these requirements: must be al least 8 and at most 64 character(s) in length, has at least 1 upper- case letter(s), 1 humer-case letter(s), 1 numeric character(s), 1 non-alphanumeric character(s) (e.g. SIP)
	Save	•

4. It will pop up a message "Successfully changed the password".

FortiAuthenticator Portal × +		- 0 ×
← → C ⋒ 😁 vpnportal.sams.edu.hk	/portal/post_login/	∞ ☆ L :
FIGRUNET. FortiAuthenticator Portal		Signed in as
	 Successfully changed the password. 	
Password	Change password	
	Old password: New password: New password: New password confirmation:	
	Save	

- 5. You may login again with your new password for testing.
- 6. Click "Sign out" after conducted your test in step [5].

Remarks:

VPN password expire after 180 days each time you change/reset it. Please change password before expiry.

10. RESET VPN PASSWORD (WHEN YOU LOST THE ORIGINAL PASSWORD)

Important Note: During the reset procedure, a one-time only reset email will be sent to your <u>school principal</u>'s email address, and that reset email will be <u>valid for 5 minutes only</u>. Please make sure your school principal is ready to receive the email before you begin this reset procedure.

 Open web browser, go to Self Service Portal at <u>https://vpnportal.sams.edu.hk/portal/selfservice/CloudSAMS</u> then click "Forget password?".

		Sign in	
2	Username		
	Password		0
Forgo	t password?		
			Login

2. Enter the Username (not Email Address) of your VPN account into Username box, then click Next.

Reset Password	× +		
← → C ⋒ ==	vpnportal.sams.edu.hk/portal/rese	t-password/?next=%2	Portal%2Fselfservice%
Reset Password			
To reset your password, please	select your method of identification.		
Recover by:	Username Email		
Username:			
		Next	Cancel

FURTIDET.

3. Your **school principal** will receive an email containing a one-time verification code similar to this one.



4. Get the verification code **from your school principal**, then enter the verification code into Verification code box and click Next.

Reset Password						
An email has been sent to you with a verification code. Please enter it below.						
Verification code:						
	Next	Cancel				
	NEAL	Galicer				

5. Enter your new password twice and click Next.

Reset Password		
Please enter a new password		
New password: New password confirmation:		
	Next	Cancel

6. Your VPN password had been successfully changed if you see this screen.



Remarks:

VPN password expire after 180 days each time you change/reset it. Please change password before expiry.

11. TRANSFER OF SOFTWARE TOKEN FROM OLD TO NEW DEVICE (AVAILABLE FOR ANDROID AND APPLE IOS DEVICE ONLY)

In case transfer of software token is required due to a change of mobile device, you can either contact <u>Cloud Service Helpdesk</u> to initiate the process, or initiate the process by yourself by the Transfer Token feature in the token mobile app. Either case, **help from your school principal will be required**.

Below procedures illustrate how to initiate Transfer Tokens by yourself.

11.1 FOR ANDROID DEVICES

1.	Click i then choose Tra FortiToken Mobile Welcome to FortiToken Mo Scan or enter the key to add	nsfer Tokens.
	FortiToken	About Help Manage Settings
		Transfer Tokens
2.	Tap the token. ■ ■ ■ ■ ··· ← Transfer T	۵ 🕲 🛱 👯 🕯 الله 80% ا

1.3.1.1933月1日

15:43

1 token

3. Tap YES , then an email with a token transfer code will be sent to the email address of your school principal.



4. Tap **PROCEED ONLY AFTER** your **school principal** receive the token transfer code email.

Your token transfer code was sent to your email address. Tap proceed only after you receive your token transfer code. You will not be able to complete transfer after transfer code expires.

CANCEL PROCEED

5. Tap **OK**.

Tokens successfully uploaded to the server and removed from this device. Please check your email for activation code to complete transfer of the tokens on new device.

ОК

6. The token is removed from FortiToken Mobile App of your old device.

7. Open the token activation email. Please note that the activation code will expire in 24+8 = 32 hours.

Ð	ftm_transfer_qr.png			
CN	CloudSAMS NoReply <activati< td=""><td>on@donotreply.sams.ed</td><td>łu.hk></td><td>○ ← ← / ○ ○ □ □ □ · · · · Thu 10/24/2024 11:41 AM</td></activati<>	on@donotreply.sams.ed	łu.hk>	○ ← ← / ○ ○ □ □ □ · · · · Thu 10/24/2024 11:41 AM
ftm. ake				
Your I Use ti	request to complete transfer of tokens he attached QR code image to scan w	installed in FortiToken Mobil ith the "Scan Barcode" featu	e has been validated. Tap "+" on FTM app on your new device and either re of the app.	r
-or- Manu Trans	ally enter the Transfer Code.			
You n Pleas	nust activate your token by: Oct. 25, 20 se refer to <u>VPN Connection Guide</u> for ir	024, 3:41 a.m. (with 8 more I nstructions on how to install	nours as grace period), after which your will need to contact your school's your FortiToken Mobile application on your new device.	s token owner to re-initiate the transfer process.
Cloud Sunni	ISAMS Cloud Service Helpdesk yVision Limited SCAN BARCODE	to scan	the OP code [1] in the activ	ation omail. You can
also	enter MAN	NUALLY to i	nut the activation code [2]	in proceeding comple
ma				in preceding sample
ma Fo	il. ortiToken Mobile	:	input the activation code [2]	in preceding sample
ma Fo	ill. wrtiToken Mobile Welcome to FortiTok Scan or enter the key t	ten Mobile	input the activation code [2]	in preceding sample
ma Fo	II. wrtiToken Mobile Welcome to FortiTok Scan or enter the key t	ten Mobile to add token	input the activation code [2]	in preceding sample
ma Fo	ill. wrtiToken Mobile Welcome to FortiTok Scan or enter the key t	ten Mobile	input the activation code [2]	in preceding sample
ma Fo	ill. prtiToken Mobile Welcome to FortiTok Scan or enter the key t	ten Mobile to add token	iput the activation code [2]	in preceding sample
ma Fo	ill. welcome to FortiTok Scan or enter the key t	ten Mobile to add token	iput the activation code [2]	in preceding sample
ma Fo	SCAN BARCODE	ten Mobile to add token	iput the activation code [2]	in preceding sample

9. Once the token is activated, the VPN token will be displayed on the app as follows:

FortiToken	Manage	Ð	:
FortiToken 123456	0	\bigcirc	۲

11.2 FOR APPLE IOS DEVICES

1. Tap Info

2.

3.

Info		FortiToken	Manage	+
FortiToke	n 💻			
			\odot	
Tap Transfer	Tokens.			
Back	12:20 PM २ 📽 Info	75% 🗲		
Version	5.3	6.0.114		
Epoch Time	162403	35500		
Registration ID	33770e1b21ad65165	ea79b		
Help		>		
Terms and Condit	tions	>		
Touch/Face ID & I	PIN	>		
Transfer Tokens		>		
Buy Tokens		>		
Purchase History		>		
Tap the toke	n.			



4. Tap OK, then an email with a token transfer code will be sent to the email address of your school principal.

LTE	12:20	PM -	7 9 75% 4
< Info	Transfer	Tokens	
FORTIGATE ISSUED TOKENS CANNOT BE TRANSFERRED. PLEASE CHECK YOUR TOKEN INVENTORY			
FAC8733A17000138			1 token
	Transfer Tokens Are you sure you want to transfer this token to another device FortiToken B56E issued by F402EE3A1700013B? OK Cancel		is
	Transfer Are you sure you w token to and FortiToke issued by FAC22 OK	Tokens ant to transfer thi ther device en B5GE EE3A17000138 ? Cancel	is

5. Tap **Proceed ONLY AFTER** you receive the token transfer code email.



tokens on new device

OK

- 7. The token is removed from FortiToken Mobile App of your old device.
- 8. Open the activation email. Please note that the activation code will expire in 24+8=32 hours.

